

## **2017 General Procedures & Guidelines**

- The cost of a birthday party is \$13.50 per person (child or adult) including tax. That price includes admission to the aquatic park and a meal for each member of your party.
- You must pay for a minimum of 10 guests. The maximum number of guests is 30.
- Your final guest count and meal order must be given to your party host/hostess upon arrival on the day of your party before you enter the aquatic park.
- If more than 10 people are attending your party, the balance of your payment will be due prior to entering the aquatic park. You will pay the party host/hostess on site.
- No one will be allowed to enter the aquatic park for free. Adult chaperones must either be paid for as party guests or they must pay full price for admission.
- You will receive admission tickets from your host/hostess on the day of your party. You are responsible for distributing tickets to your guests before entering the aquatic park.
- Please have all of your party guests arrive within 15 minutes of your scheduled start time. For guests who will be arriving late, please provide a list to your host/hostess.
- You will have the reserved area for the assigned 2-hour time slot. The area may be reserved for another party immediately following your party. We ask that you please leave the party area in a timely fashion as a courtesy to the next guests. You are welcome to stay at the aquatic park until it closes for the day.
- The party area will be decorated with balloons and a birthday sign. You are welcome to add your own decorations to the party area. Piñatas are not allowed. We ask that you help to clean up any decorations that you do add. For decorating purposes, you may occupy the area no more than 10 minutes prior to your scheduled start time.
- A birthday party host/hostess will be assigned to serve your food. The host/hostess is not responsible for the supervision of the birthday party members.
- The meals will be served approximately one half-hour after your scheduled start time.
- You are welcome to bring your own birthday cake. Your host/hostess will store it and serve it for you. No other carry-ins of food or beverage will be allowed.
- Each guest will receive a brightly colored, reusable plastic souvenir beach pail.
- You may bring gifts into the aquatic park, but Milwaukee County Parks is not responsible for the storage or security of your belongings.
- Birthday parties are held outdoors. A shaded area will be provided whenever possible but is not guaranteed.
- The aquatic park may remain open if it is raining or if the temperature is cool. Certain weather conditions may cause the aquatic park to close. Closures are made at the discretion of Milwaukee County Parks management. Regardless of the temperature or forecast, your party will take place as scheduled if the aquatic park is open. You will not be allowed to reschedule or receive a refund if the aquatic park is open on the day of your party. If the aquatic park is to be closed for any reason, you will be contacted by Parks staff and offered the choice to reschedule or receive a refund.
- In accordance with the ADA, we welcome accommodation requests. To confirm the availability of services, please contact the Aquatics Office at 414-257-8098 at least 72 hours prior to your party.

## **Cancellation & Refund Procedure**

Cancellations must be made in writing to the Concessions Office. If your cancellation is received 10 days or more prior to the scheduled date, you will receive a full refund of your deposit. If your cancellation is received between 2 days & 10 days prior to the scheduled date, you will receive gift certificates in the amount of the deposit to be used for admission, food or beverage on a day of your choice at the aquatic park. If your cancellation is received less than 2 days prior to the scheduled date, you will receive no refund & the deposit will be forfeited. If the aquatic park is closed for any reason during your scheduled time, you will have the option of rescheduling the party or receiving a full refund of your deposit. Please allow 6 to 8 weeks for a refund to be processed if payment was made with cash or check.